

Booking Conditions for The Summerhouse at Bilton

Bookings are only accepted on the following terms:

1. **Shieldhall Estates Limited ("the Owner")**
2. No contract with the Owner exists until a completed booking form has been received with a deposit of 30% of the rent and a confirmation of the booking has been sent. The balance of the rent must be paid 4 weeks before the date of the commencement of the holiday.
3. The Owner reserves the right to refuse or revoke any bookings from parties which may in their opinion be unsuitable for the property.
4. If you cancel a booking for which you have contracted, the Owner will do what it reasonably can to re-let the property for those dates. If the Owner is successful in re-letting the property, the Owner will refund any payment made by you, less a handling charge of £35.00 + VAT for every week booked.
5. Holiday dates may be changed providing the property is available for the new dates and the Owner agrees to the change.
6. If for any reason it proves necessary for us to make a change in your holiday booking by reason of the unexpected problems with the property the Owner will use reasonable endeavours to make an alternative booking, or failing this will refund to you any monies paid by you. Nevertheless, the Owner shall be under no further obligation or liability to you in this respect.
7. Keys must be collected from and returned to the key holder/location. Details will usually be given when the Owner acknowledges your final balance.
8. The Owner shall have no liability to you for any costs, fees, expenses, damages or loss resulting from your booking. Nothing in these Booking Conditions shall be deemed to exclude or limit the Owner's liability in relation to death, personal injury or fraud resulting from its negligence.
9. You are obliged to keep the holiday accommodation and all furnishings, fixtures, fittings and effects, in the same state of cleanliness, repair and condition as they were in at the commencement of the holiday. You must ensure that the holiday accommodation and all furnishings, fixtures, fittings and effects, are left clean and tidy. If the Owner is dissatisfied with the condition of the property, furnishings, fittings, fixtures and/or effects, you shall reimburse the Owner for any and all costs, expenses and fees incurred by the Owner in remedying such default.
10. You will be responsible for any damage to the holiday accommodation, or the furniture, fixtures, fittings and effects. Anything broken or damaged should forthwith be repaired, or replaced with an article of similar type and value. If this is not possible, any damage or breakage should be reported to the owner or to the Agent, and paid for before departure. Owners reserve the right to raise invoices for any damage caused during your stay at a later date.

11. You will permit the Owner or their agent (with or without workmen or others) at reasonable times and on reasonable notice to enter and inspect and if necessary to repair the property or to enter the property without notice in an emergency to repair the property or adjoining premises.
12. You must not assign or part with the possession of the property or any part of it, or anything contained in the property or use it other than as a single dwelling for holiday occupation by the people whose names appear on the booking form.
13. You must ensure that nothing happens which may be a nuisance or inconvenience to occupiers of neighbouring or adjoining property or adversely affect any insurance of the property.
14. If pets are allowed, then you must keep them under strict control. You must not leave pets unattended in the properties and you must exercise them away from the premises. Pets are not permitted on the bed or on the other furniture.
15. If you feel you have a genuine complaint in respect of your holiday home, then this should immediately be reported to the Owner. Complaints which are not reported immediately will not be entertained subsequently, and no correspondence will be entered into in respect of complaints made on departure or after your return home.
16. These conditions shall be deemed to have been accepted by you, at the time when you complete the booking form.
17. The Owner takes every care to ensure the accuracy, both written and verbal, of the property/village details. All information on the website www.alnmouth-cottage.co.uk is provided by the Owner. Please be aware that if the property is advertised as having any enclosed garden, this does not necessarily mean a secure garden. It may be enclosed by hedging or open style fencing. Furthermore the Owner cannot accept liability for happenings outside its reasonable control, such as temporary invasion of pests, neighbouring building works, damage resulting from exceptional weather conditions.
18. It may be that from time to time the Owner charges a damage deposit. You agree to pay such damage deposit at the request of the Owner. The Owner shall be entitled to deduct from the damage deposit the cost of remedying any breach of your obligations under clauses 3, 9, 10, 11, 12, 13, 14 & 17.